



# PATRICK GONZALEZ

## CONTACT



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## EDUCATION

### University of Oregon

Full Stack Web Developer  
Certification / Portland / Oregon

July 2019

### Loyola University

B.A. Strategic Communications /  
New Orleans / Louisiana

May 2016

## INTERESTS



## TECHNICAL SKILLS

**Web Technologies & Frameworks:** HTML5, CSS3, & ReactJS

**Scripts/UI:** JavaScript, jQuery, Handlebars.js, & AJAX

**Database:** MySQL & MongoDB

**Web Debug Tools:** Google Developer Tools & Mozilla Firebug

**Application/Web Server:** Express

**Deployment Tools:** Heroku

**Other:** Windows OS, Mac OS, Microsoft Office, Heroku, Git Bash, Adobe CS6, & Final Cut Pro

## EXPERIENCE

### Member Services Associate

December 2018 - Current

Mittleman Jewish Community Center / Portland / Oregon

- Processed member paperwork, including electronic funds transfers, payments, address changes, member cancellations, billing cycles, and new members
- Provided professional in-person and web-based customer service while multitasking and making quick decisions
- Logged daily sales and financial records to track progression and growth in club sales while monitoring any variances from month to month.
- Worked on marketing program that, increased membership by 18% and focused on retention of new customers
- Articulated an extensive knowledge of companywide products and services
- Tracked sales growth and recommended actions to help boost sales of personal training and other services offered

### Appraiser

October 2016 – August 2018

Aloha Auto Body & Paint / Aloha / Oregon

- Evaluated and provided written estimates and supplements for collision damages
- Oversaw vehicle repairs and completed quality inspections
- Maintained Customer satisfaction throughout insurance and repair process
- Developed and upheld relationships with DRP (Direct Repair Program) partners and other insurance companies
  - Responsible for adding Safeco, Liberty Mutual, and PEMCO to DRP partners list
- Reviewed KPI and other metrics for shop as well as insurance metrics for monthly report
- Order and track delivery of replacement parts for repairs
- Maintain minimal accounts receivable and resolve as necessary
- Ensured accuracy on all purchase orders for customer repairs
- Communicated updates to insurance provider as well as the customer
  - Troubleshooted repair issues and reported solution to insurance and customer
- Ensured all manufacture specifications, including industry standards and practices, were followed during repair process.
- Implemented streamlined estimating process improving turnaround time by 15%

### Intern, Marketing

July 2015 – June 2016

Urban South Brewery / New Orleans / Louisiana

- Managed social media accounts to a growth of 30% in followers
- Operated in-house merchandise system and coordinated product releases
- Involved with new product creation, strategies and planning for three-tier market: Distributors, Retailers and Consumers